

the chatterbox

NEWS FROM CROWLEY CARE

FEBRUARY 2020



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Cover photo

Residential Care resident Margaret Hosking-Pippen celebrating all things 'love' for Valentine's Day.



A Moment with our CEO

Hello everyone,

And welcome to the first edition of Chatterbox in 2020 - and a new decade at Crowley Care, which also happens to be my 20th year as CEO! How time has flown.

We start the decade full of enthusiasm and determination to make Crowley an even better place to live and work. And as we do, I'm full of gratitude for how lucky we all are to be able to live and work in such a beautiful place.

This edition of Chatterbox features a lovely story welcoming all the new babies recently born to our extended Crowley family. The beautiful cycle of life continues. It reminds me how much our residents love connecting with little ones when they experience our Mini-Kids Program and our Intergenerational Programs. Their reactions during these times are absolutely precious to witness.

In this edition there is also a story inviting you to help us celebrate Seniors Week on February 20th. I do hope you can join us. It's a "party starting with breakfast in the gardens in our Plaza from 8.00am followed by a fun filled morning of entertainment, workshops and information stalls".

And as we gear up to take Crowley forward into the future, I reflect on the last 20 years as CEO and what I've learnt about the human condition and what makes us all tick. For me it's been the realisation we need to actively nurture the fundamental aspects of life at Crowley that make people happy - having someone to love, always having something to look forward to, and doing what we can for meaningful connections and relationships to flourish.

Back in 2014 I was asked to articulate my Vision for the organisation for the next five years. Well 2020 has arrived and part of that Vision was to strive to take Crowley from "good to great".



Reflecting on the last five years there is a lot to be proud of and a lot we have achieved. However you will be glad to know we are not resting on our laurels - not for one moment as we remain focused to take Crowley from 'great to greater', with significant plans to improve our physical environment our services and to make Crowley an even better place to live and work.

A handwritten signature in dark ink, appearing to read 'Michael Penhey'. The signature is fluid and cursive, written on a light-colored background.

Michael Penhey
Chief Executive Officer

Catch up with Kelli

Kelli Potts
Executive Manager Operations and Finance

The new decade has begun with a flourish at Crowley and, as always, we have hit the ground running.

We have almost completed our newest refurbishment of a lovely new space, Riverview Lounge. Its beautiful outlook to the river is the perfect location for an outdoor garden area and gazebo, whilst the peaceful, quiet lounge area is an ideal spot for a cosy bay window, puzzle and games nook for residents to enjoy. Stay tuned for the final few pieces of colour, furniture and gardens to complete the vibe.



2020 will again bring multiple projects to life - some small and some larger.

We are planning for the year and will keep you informed through the Chatterbox and various other means as we progress with these exciting projects.

It is rewarding to hear and see the wonderful comments by our families, residents, clients and visitors on how Crowley is improving year by year. It tells me we are responding to the needs and desires of our Crowley family.

The Chapel, so important to who we are as a Catholic care provider, and special to everyone as a place of contemplation and prayer is a great example. So too is the Café, which has become a social hub at Crowley and a welcoming place in the house of our residents.

It brings together all members of the Crowley family beyond what we had hoped from staff to the local community enjoying the facility.



Marketing News

Sarah McMahon
Project Officer

It's great to be back!

Another year has flown by quickly and I'm excited to return to Crowley after 12 months maternity leave. I'm back in my marketing role which is something I really love doing.

Managing Crowley's Facebook page, updating our website, coordinating our radio and print advertising and purchasing Crowley merchandise are just a few of the many tasks that fall into the Marketing/PR Role.

One of the big projects each year that I really enjoy is coordinating the Annual Report for the Board. This publication is something we are really proud of and a lot of time, thought and effort goes into its preparation by Michael and Kelli to showcase what we achieve at Crowley.

My role in this report includes working with our residents, their families and staff that feature in the report for the photo shoots, crunching the numbers for the interesting facts and figures, and trying to select only a handful of annual highlights to publish. I then work with our fantastic marketing consultants to put together the final report, that after proofing and more proofing, finally goes to print in November. I love seeing our participants' faces light up as we deliver to them a copy of the report to share with their friends and family. The feedback we receive from the many people we distribute it to is wonderful.

I hope that gives you a little insight into what my role entails and, as always, I am sure that 2020 has lots in store for us at Crowley. I am looking forward to catching up and seeing everyone's smiling faces again.

Playtime at Crowley

In October 2019, we kicked off our first intergenerational playgroup, Crowley Mini Kids. Whilst we have had intergenerational programs at Crowley for many years, this is the first playgroup aimed at children aged 0 to 4. The visit is unstructured and relies on the spontaneity of the children and the residents interacting. The result is lots of fun!

I have been lucky enough to see first-hand how special this is to the residents as Oliver, Chloe, and I are regulars at this wonderful playgroup.

We welcome babies, toddlers and preschoolers with their parents to come along on Tuesday's at 10.00am to join the fun.

Celebrate Seniors Week with Crowley

Preparations for Crowley's Seniors Festival are well underway and we invite you to celebrate with us starting with breakfast in the gardens of our Plaza from 8.00am followed by a fun filled morning of entertainment, workshops and information stalls.

Come and join our party to celebrate 2020 Seniors Week.

New stars on Air

Another recording session at Paradise FM added four new radio ads on the Air for Crowley. Tune in to hear why Bin, Paige, Michael and Judy all love Crowley!

Crowley Care Seniors Festival 2020

Date: Thursday 20th February 2020
Time: 8.00am – 11.00am
Location: Crowley Care
154 Cherry Street,
Ballina, NSW 2478
Cost: Free

Love to celebrate? Come and join our party to celebrate 2020 Seniors Week.

Crowley invites you to party with us starting with breakfast in the gardens in our Plaza from 8.00am followed by a fun filled morning of entertainment, workshops, and information stalls.

Celebrating life is what it's all about and visitors can join in some light exercise with our Walk and Wheel - a fun short course walk or wheel around our beautiful waterfront site, or stretch out with a calming Tai Chi demonstration.

And if you are looking for some help with technology, or love getting your hands dirty, our Gardening and IT workshops will be sure to teach you something new.

We hope you leave us full of information, advice, and goodies from our range of stall holders including local Allied Health and equipment providers, Tea Tree Plantation, University of the Third Age (U3A) and many more.





NSW SENIORS FESTIVAL

Crowley Care

Thursday 20th February
8.00am to 11.00am

Come and join our party to celebrate 2020 Seniors Week

Crowley invites you to celebrate with us from 8.00am

- Breakfast in the Plaza
- Entertainment
- Walk and Wheel
- Information Stalls
- Workshops and Demonstrations



Love to Celebrate!



Out and About

Here at Crowley our calendars are always packed with exciting activities. From painting to storytelling, social gatherings and quiet strolls, there's something going on that's perfect for everyone. And our residents have been busy during the last month! Here are some highlights:



Judy surprised us with some Harp Therapy, delighting many as she did an impromptu wandering performance throughout Crowley.



Ulysses Motorcycle Club's annual Christmas visit is always highly anticipated.



Residents always enjoy taking a spin around Crowley with the team from Ulysses Motorcycle Club.



Our Christmas lights drive proved as popular as ever. We enjoyed refreshments by the sea and warmed up with some caroling before beginning our search for that Christmas sparkle. It didn't disappoint!





Elaine enjoyed singing carols and a cheeky cuddle with an elf during the Christmas pantomime performance.



Residents enjoyed a Christmas pantomime with a surprise visit from some 'naughty elves' and Santa Claus!



As the year ends we say farewell to another Xavier College Year 9 class, we wish you all the best!



Residents posed for a fun Christmas pop up photo booth with the children from St Anne's Day Care.



Residents gave advice to the children from St Anne's as they prepared to head off to 'BIG' school in the new year. We look forward to meeting some new little faces in 2020.



Crowley Cares

Christine Lawton Residential Care Facility Manager

We are very lucky at Crowley to have three areas of care that work closely together for the best interest of our clients and residents. They are:

- Home Care
- Independent Living
- Residential Care

Because of this we are able to offer a clear, and hopefully, seamless progression of care.

With Home Care clients, if our field staff have concerns regarding their health or environment they will report this to the Manager, Client Case Officer or Clinical Coordinator. They will liaise with families and may need to look at some Respite Care in the residential setting, an increase in their Home Care package or possibly permanent care.

Likewise with individuals in Independent Living, many of whom currently receive Home Care, there are times when they also may need a period of respite if they are recovering from surgery, coming back from a hospital stay or their care giver is unwell.

Both the Home Care and Independent Living teams liaise with the Clinical Manager and Residential Care Manager, and if Respite Care is available, we facilitate this.

We currently have two designated respite beds that book out quickly. In fact, looking at our calendar, both rooms have bookings in them up to August this year. Of course, this changes with cancellations etc. We are, at times, able to offer emergency Respite Care if we have a vacant bed. I would encourage anyone thinking about respite for themselves or a family member to contact the Customer Service Team regarding availabilities.

Many of our permanent admissions into Residential Care were either previously a Home Care client or they lived in Independent Living. In the last 12 months there have been 7 new admissions that were Home Care clients and 17 from Independent Living. We also find there are people who have come to Crowley for respite and consequently applied for permanency at a later date. Respite can be seen as a ‘try before you buy’ option.

Please contact us if you have any questions regarding services available.



Resident in Focus

Father Anthony Casey

Kelly Roberts
Clinical Manager

Father Casey joined Crowley, as a permanent resident in March 2014.

In 2015 Father Casey was one of our residents featured in our Annual Report, below is the story of Father Casey that accompanied his picture in the report.

Father Casey provided a wonderful service to the Diocese and his parishioners, achieving much in his lifetime. His contribution to Catholic education, where he drove the development and building of new schools, including John Paul College in Coffs Harbour, at times against all odds, is a tribute to his tenacity, spirit and vision.

A humble man of many talents, he also has an unusual passion - a love of bees. Father Casey came to be regarded as an authority of bee behaviours.

His life as an apiarist started whilst on holidays at the Springwood Seminary in the Blue Mountains. He recounted that "We didn't have any money, so we chopped bees out of trees and put them into frames and hives which we made."

Later, while at the Seminary at Manly, Father Casey's bee keeping skills flourished and at times, he was able to produce enough honey for the entire College. No ordinary beekeeper, Father's knowledge developed to such an extent that a South American company wanted him to research their stingless bee. Several times, he was offered posts to conduct bee research, but he declined them in order to focus on his pastoral duties. His work on bees was published by the Department of Agriculture.



With just one day off each month, he managed to squeeze in winning golf competitions, using an ancient set of wooden clubs, with which he won the "longest drive" at the Murwillumbah Golf Course. A good fisherman as well, Father landed some big fish in his time. As a younger man, he also enjoyed a bit of boxing although, "The other fella landed more punches on me than I on him!"

Over his time here at Crowley we have heard from several other priests how well respected and dedicated he was. He celebrated 65 years as a priest in 2019. They report Father Casey was a wonderful mentor and role model for those younger curates joining the Church and needing guidance in their early days.

Father Casey turned 90 years old last year and has been an integral part of our Crowley family and Parish community.

Whilst writing this feature for our Chatterbox, Father Casey sadly passed away. Father Casey has a wonderful close and supportive family and they too have become part of our Crowley family. We pass on our warm wishes and love to his family.

Crowley Connections

Terry Burke

Terry joined the Crowley family as a part of the Maintenance Team in June 2018 after he was poached while working on our Redevelopment. A qualified electrician, Terry was ready for retirement before being approached by Kelli Potts to join Crowley on a part-time basis.

Previously Terry worked as a foreman on high-rises as well as in the coal and oil fields.

An average day for Terry takes him all over the place - around the village, villas and apartments and into the Residential Care building in a variety of jobs, running around in Eddie the buggy.

Terry spent many years in the Northern Territory in the 80's and managed a caravan park in Tenant Creek. With not much sport available at Tenant Creek Terry joined a pistol shooting group which for two years featured in the Australian Titles. Terry found that he had a natural ability in the discipline as it is a mental game more than a physical sport.

Terry joined an archery group in 2014 and won many state titles in his division in Queensland. He took up 3D archery, practising 5 days a week, and in May 2018 he had won enough placings in major shoots to get enough points to compete in the Australian Titles. Terry placed an amazing third at the Australian Titles last year (well done!). Terry cut short the titles event to return home to save his home and property from the recent fires that affected the Northern Rivers.





Terry has lived at Terania Creek near the Channon for the past 25 years and trains from his back porch of his 168 acres property. Terry has a son, a daughter and three grandchildren (14, 12 and three months) who all live on the property.

Recently, Terry has been fighting fires to protect his property and his neighbour's property. He lost 120 acres to the fires and the water lines and much rainforest. The good news is that all houses were saved.

To relax Terry likes to read – anything from newspapers to non-fiction novels. Also, a diligent YouTube watcher; viewing various clips from military and archery training to geo-political situations of the world. Terry also loves fishing in his boat and camping in the great outdoors. And he doesn't mind getting out occasionally to have a dance.

Terry enjoys the banter with his teammates in the Maintenance Team and the comradeship within the team. He says it is an absolute pleasure to work at Crowley in an environment with such pleasant and happy staff from different walks of life who all back each other up.

For 2020 Terry's ambition with his talent for target sports is to win the Australian Titles this year in November. We all wish Terry good luck on his ambition.



Emergency Evacuation Exercise

David Crosby
Customer Service Manager

Our Independent Living residents recently completed a village wide Emergency Evacuation Exercise. While this is a new legislative requirement that has been introduced, recent events in Australia have clearly demonstrated the need to be prepared. Approximately 91 aged care facilities and retirement villages in Australia were identified as being in a fire effected area. Thankfully Crowley was not included in this list.

The exercise delivered several benefits. Firstly, to provide education to residents and staff on what to do in an evacuation. The exercise also provided valuable information on how our procedures could be improved.

At the conclusion of the exercise Crowley staff completed a strategic review on each element of the evacuation and a list of recommendations were put forward as a continuous improvement for this year's exercise.

Some of these included:

- Individual villa/apartment evacuation diagrams
- Review of assembly areas and evacuation routes
- Quantity and roles of designated Fire Wardens
- Production and distribution of resident lists
- Classification system for residents that require assistance to evacuate

The exercise is designed to bring to our attention what we each need to do and consider in the event of an evacuation, so we are prepared. Hopefully it is something we will never experience.

Many thanks to all Independent Living for your involvement.

Shuttle Bus Here to Stay

David Crosby
Customer Service Manager

After a successful trial of the Village Shuttle Service, we are pleased to announce the Crowley Shuttle is here to stay. We received some great feedback from residents during the trial.

The shuttle runs on the first four Tuesdays of the month, departing from Reception at 10.30am.

On a four week rotation the shuttle connects our Independent Living residents to Ballina Fair, Ballina Central, River Street and a resident favourite, Bunnings.

Please remember to contact Reception to secure your seat.

Bushfire Appeal



Let's stand with our fellow Australians in their time of need!

With the recent bushfires ravaging our country, please join Crowley Care in supporting all those affected.

During February, we will be accepting donations in the red buckets located at Reception and Barney's Café. This will be donated on behalf of Crowley Care, friends and family.

We will also be accepting non-perishable items, personal hygiene and household items, to be donated to families in need.

Please bring any of the below items to Reception:

- Bottled water
- Good quality tinned food and meals (with ring pulls)
- Noodles, pasta, and rice
- Long life milk
- Muesli bars and snacks
- Deodorant, soap and body wash
- Shampoo, conditioner and sanitary items
- Baby food and formula
- Pet food

Thank you all so much for your support.

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Welcome to 2020. I trust you all had a lovely Christmas and are ready for the new year.

Our shopping shuttle has been a great success and will continue during 2020. I would like to take the opportunity to amend the flyer sent out late December. To book your seat please ring Customer Service on 1300 139 099 before close of business the Monday before. Come along for the ride and enjoy a morning out with your fellow neighbours.

Never too old to achieve

Congratulations to Eric Barnett who has recently published a children's book 'The Owl Who Wore Sunglasses'. This is an adorable story of a barn owl name Barney who becomes separated from his mother at the time of birth. Join Barney on his little adventure and find out what happens in the end.

Eric has proudly donated copies of his book to our Barney's Kid's Corner and Crowley Library. Well done Eric on creating a nice quirky children's book.

Crowley NRL Footy Tipping Competition

Yes, it is that time again to think about having a bit of fun with other Crowley residents by joining the Crowley's Resident NRL Tipping Competition for 2020. There is no cost, only lots of laughs and maybe bragging rights.

Social Group at Barney's

In 2019 the residents started their informal IL Social Group. The group meets on the first Tuesday of each month and welcomes all new and current residents to Barney's Cafe at 10.00am for morning tea.



2020 Crowley Resident Footy Tipping Competition

Round 1 starts Thursday 12 March!

Register your interest at Crowley Reception



Reminder

Don't forget to test your INS Lifeguard system monthly by pressing your pendant or the HELP button on the console.

Crowley Independent Living Shopping Shuttle

We are pleased to announce our Crowley Shopping Shuttle will continue for 2020. Please secure your booking with Reception by 3pm the day before. We will run two shuttles each day depending on demand.

1st Tuesday
2nd Tuesday
3rd Tuesday
4th Tuesday

Ballina Fair
River Street
Ballina Central
Bunnings

Date	Departure Time	Collection Time	Destination
1st Tuesday	10.30am	1.00pm	Ballina Fair
2nd Tuesday	10.30am	1.00pm	River Street
3rd Tuesday	10.30am	1.00pm	Ballina Central
4th Tuesday	10.30am	12.00 noon	Bunnings



An Afternoon at the Movies

Are you a movie junkie or fancy yourself a fan of Hollywood? Did you know that Crowley hosts a monthly movie screening? Everyone is welcome to come along to watch the big screen in the Education Centre for the small cost of a gold coin donation. The details of this months screening are as follows:

Movie:	Ride Like a Girl
Genre:	Drama, sports, fitness
Directed By:	Rachel Griffiths
Written By:	Andrew Knight, Elise McCredie
Starring:	Teresa Palmer, Sam Neill, Sullivan Stapleton, Stevie Payne, Genevieve Morris, Magda Szubanski

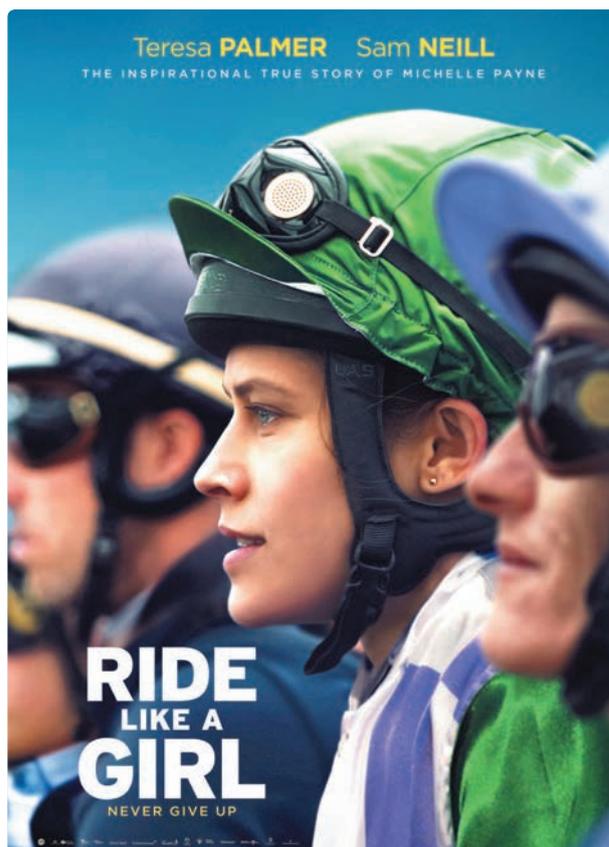
As a little girl, Michelle Payne dreams of the impossible: winning the Melbourne Cup - horse racing's toughest two-mile race. The youngest of 10 children, Michelle is raised by single father Paddy. She leaves school at 15 to become a jockey and after early failures she finds her feet, but a family tragedy, followed by her own near fatal horse fall all but ends the dream. But with the love of her dad and her brother Stevie, Michelle will not give up.

Against all the medical advice, and the protests of her siblings, she rides on, and meets the Prince of Penzance. Together they overcome impossible odds for a shot at the dream: a ride in the 2015 Melbourne Cup, at odds of 100 to 1.

Reviews:

"Genuinely inspirational on many levels, this film was a surprisingly emotional ride on and off the track with another pitch-perfect outing from our national treasure Sam Neill."

- *Newshub*



Crowley Screening

Movie:	Ride Like a Girl
When:	Wednesday 12 February
Where:	Crowley Education Centre Room 1 (upstairs)
Time:	1.00pm followed by afternoon tea
Cost:	Gold coin donation
RSVP:	To Crowley Reception Monday 10 February

PLEASE NOTE

Independent Living Bus Trips have limited space, so pop your name down early to avoid disappointment.



IL Ladies Bus Trip

Thursday 13 February

8.45am departure from Crowley Reception
\$5 bus fare + meals

The ladies are staying local in February! Our first stop is the Macadamia Castle where you can browse the gift shop and enjoy morning tea. We will head north and enjoy a scenic tour on our way to Byron Bay Lighthouse. Afterwards we will head back to Club Lennox for lunch.

RSVP to Crowley Reception by Monday 10 February



IL Mens Bus Trip

Thursday 12 March

8.30am departure from Crowley Reception
\$5 bus fare + meals

In March the gents are off south to Evans Head where they will visit the Evans Head Airport Museum and have lunch at the Evans Head Bowling Club. It should be an interesting day with lots to see and great company.

RSVP to Crowley Reception by Monday 9 March

Book Club

with Judy Riley

This month we met after reading 'The Things We Cannot Say' by Kelly Rimmer.

This proved to be an interesting story set in 1942 beginning in Poland during the German occupation. The story finishes in the USA some years later, slipping between Nazi-occupied Poland and the frenetic pace of modern life.

This is an emotional and finely written narrative. It is an unshakable reminder of the devastation when truth is silenced and how it can take a lifetime to find our voice before we learn to trust it.

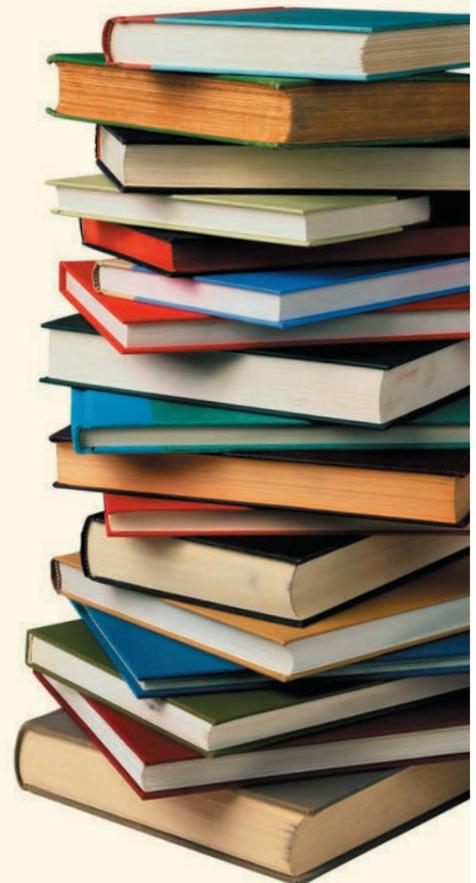
Since nine years of age, Alina Dziak knew she would marry her best friend, Tomasz. Little by little, brutal injustice takes hold and Alina's tiny rural village and families are divided by fear and hate. The fabric of their lives is slowly picked apart. One grandmother who is in bad health wants to go back to Poland to solve a mystery.

Thank you to Marion for organising this month's book.

Next month's book will be 'The Yellow House'.

Our next meeting is on the Thursday 27 February at 3pm.
Everyone is welcome.

Happy Reading.



Making a Home Care Package Work for You!

Sherrie Viney **Home Care Manager**

The government provides Crowley Home Care package clients with funding to assist in meeting your needs so you can access services or equipment that help you remain living at home.

We receive enquiries about eligible items and how you can go about purchasing them and being reimbursed from your budget.

To make it a little simpler, the following items are eligible for reimbursement:

1. Getting out and about, and the support you need to build and maintain your personal and social relationships with transport assistance and/or socialisation services
2. Transport costs when visiting your health practitioner or if you need to go out shopping
3. Assistance with equipment to aid personal care such as shower chairs or grab rails in the bathroom and toilet
4. Mobility aids, including walking sticks or frames, wheelchairs or lifting devices
5. Assistance with purchasing bandages dressings, and skin moisturisers
6. Assistive technology that helps mobility, communication and personal safety such as a personal safety pendant and alarm
7. Pressure relieving cushions or mattresses, sheepskins, bed rails or recliner chairs
8. Continence aids, pads, mattress protectors, or commodes
9. Gardening, lawn maintenance, home modifications that are related to your care needs, and pest control services to maintain your home
10. The cost of personal and clinical care services, including dementia care and/or support with medications, Registered Nurse assessments or wound care

Like anything in life, there are a few restrictions and they include:

- Items that are normally purchased out of general income, buying food, paying for accommodation or rent
- Payment of Home Care fees
- Payment for fees or charges for other type of care funded by the Australian government
- Payments for services and items covered by the Medicare Benefits or Pharmaceutical Benefits Scheme
- Home modifications and improvements that are not related to your care needs
- Travel and accommodation for holidays or cost of entertainment activities

For reimbursement from your funds there are two processes at Crowley:

1. If you haven't paid the invoice and the invoice is made out to Crowley, we require your name noted in the body of the invoice, the business name, address, contact details, ABN number, bank details, date, and description of service or product purchased
2. If you have paid the invoice and it is not made out to Crowley, we require the invoice or receipts to include the business name, address, contact details, ABN, date, and description of the service or product. The invoice must be a balance of zero or paid in full for reimbursement
 - All invoices or receipts for reimbursements will be processed within 30 days from when Crowley receive the invoice/receipt
 - If you are uncertain in any way about what can be purchased or reimbursed PLEASE give us a call in the office to discuss so as to avoid delays

Home Care Client Profile

Cec Penhey



Cec Penhey with former local member and longtime friend Thomas George.

Where were you born?

Cec was born in Lismore on May 13, 1931

Where did you live as a child?

Cec lived in Lismore with his mother and father Lillian and George and his brother Ray until he was two years old. At this time his father was transferred with his work on the railway to Casino where he lived for the next 21 years, which were filled with games of cricket on the footpath with the other neighbourhood kids!

Do you have any brothers or sisters?

Yes, one brother Ray. Ray introduced Cec to tennis, which he went on to play in his adult life bringing great joy to Cec for many years!

What did you do when you left school?

Cec was educated at St Mary's Primary and Secondary schools in Casino. His first job was when he was 15, when he worked at a specialty menswear store in Casino with Charles McIntosh.

Cec started out sweeping floors and cleaning windows under the watchful eye of his employer. However he soon learnt a great deal more from Charles and Cec gives him great credit for the tutor and great man he was. Cec had a long history in the menswear business and later went on to buy his own business which he managed for many years.

Cec continued to play tennis for many years after his schooling and, at just 15 years old, won the Casino Club Championship and continued to do so for several years until he moved back to Lismore!

Tell us about your family:

Cec and his wife Pat had two children, Michael and Joanne. Cec says he now has five grandchildren and they are very much his pride and joy! Cec says he loves to see his grandchildren happy and is so grateful to be a part of their life experiences and achievements!

What are two good decisions you have made?

Number one - meeting up with and marrying his lovely wife Pat. Number two - his choice of employment which he had a great passion which allowed him to build his family and life around it.

What is your favourite Christmas memory?

"The best memory I have would have to be of the children opening their Christmas presents and watching the absolute joy and excitement expressed on their faces."

What is your favourite food?

A nice home cooked baked dinner!

Valentine's Day Dress Up

Friday 14
February

You could wear:

Red, pink, anything 'love'
themed like a hat, a tie, a
bow in your hair, brooch
or a big smile

STAFF MEMBERS PLEASE NOTE:

Respectful attire, name tags and regulation
footwear must be worn by all staff on all occasions.

ST PATRICK'S DAY Tuesday 17 March

**GREEN
IS THE
THEME!**

All Staff and Residents are
invited to dress up on
Tuesday 17 March to help us
celebrate the light hearted
fun of St Patricks Day!

STAFF MEMBERS PLEASE NOTE:

Respectful attire, name tags and regulation
footwear must be worn by all staff on all occasions.

Community Connections

Northern Rivers Community Gallery (NRCG)

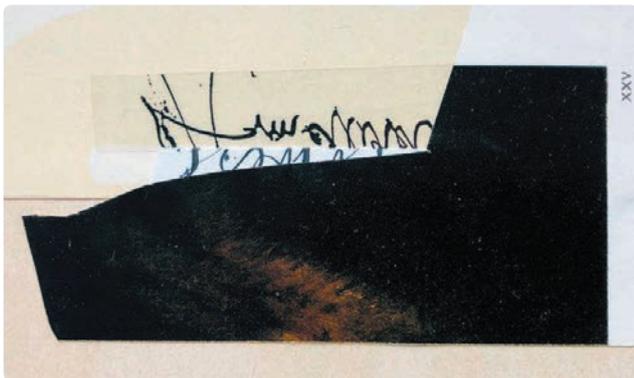
Ballina launched four exciting new exhibitions in January and welcomes the community and visitors to visit the Gallery throughout February and March.

Pockets of Green | Nicole Wood

A collection of pastel drawings and acrylic paintings, depicting the pockets of green discovered through Nicole's regular travels. Featuring rainforests, tree-lined roads and open spaces, each place exhibiting her strong admiration of these environments.

I Harbour an Obsession | Joanne Mulcahy Zubani

Using innovative methods to enhance discarded materials, Joanne probes into the indelible ramifications of our carbon footprint on the spectacular landscape of the Northern Rivers.



Intimate Fragments | Sabine Pick

Sabine's practice consists of making minimalist collage using parts of words, half words, unreadable words, unspoken words and random thoughts. These small works invite close observation of details that we often overlook. Using discarded books and years of commercial and private letterpress printing, etchings and calligraphy, the fragmented shapes are placed on old collected postcards as a fabric to hold them together.

Perpetual Transit: Five Years on the Road | Susan Joyce

Following five years travelling around Australia, Susan's abstract paintings record tracks from sparse plains to dense areas of vegetation or town. The spacious, untethered, layered areas with subtle variations are in contrast to the boldly defined shapes of the concentrated hubs. Travel lines connect the two providing compositional cues and signalling perpetual transit.

All exhibitions open Wednesday 15 January and continue until Sunday 8 March.

The Northern Rivers Community Gallery is located at 44 Cherry Street Ballina and is open Wednesday to Friday from 10am until 4pm and weekends from 9.30am until 2.30pm. For further information contact the Gallery on 02 6681 0530 www.nrcgballina.com.au



Celebrating the Festive Season at Crowley

Michelle Golding Quality Manager

Happy New Year and welcome to another exciting 12 months here at Crowley Care. The end of 2019 was buzzing with much joy, excitement and plenty of good cheer! We had so much fun over the festive period, so let's share some special moments.

Parties galore

We kicked off the festive celebrations with the Residential Care Residents, Family and Friends Christmas Luncheon and then quickly on to the Crowley Home Care Christmas Party, Crowley Staff End of Year Party, Crowley Independent Living Christmas Party finally rounded out by our annual Crowley Christmas Day Luncheon.

And we received some lovely feedback about these functions:

- "Thank you for a lovely Christmas Luncheon plenty of food and a great selection"
- "Barney's Café, Christmas Lunch – food well presented, services and service very good, no complaints and thank you all"
- "Wonderful Christmas decorations and atmosphere"
- "Great Christmas buffet with helpful staff"
- "I would like to thank everyone involved in making the Christmas Lunch such a joy for mum and I. We truly appreciate the efforts of all involved"

We look forward to sharing more exciting events with you in 2020 and hope you might join us over the course of the year at one (or all) of the many exciting functions and events we have planned!





Christmas Buffet a Big Hit

Tony Baldwin
Hotel Services Manager

It's been great to provide the Christmas buffet for residents and families for the last couple of years.

When people arrive to pick up family members to go out for the day and see the buffet, they often comment that they wished they were staying in to attend!

We also had a separate function in Barney's - a more low key event with smaller tables and an à la carte style menu. People loved it. On the day we received so much encouraging feedback about the event which is so positive. It makes us more enthusiastic to improve it even more. We are also asking for feedback from those who attended to help us so we can start planning.

Feedback forms are available from Reception.



Join us for a BBQ and drinks on the
Entertainment Room Deck

Thursday 13 February at 12.00pm

\$5 per person, BYO Drinks

RSVP: To Crowley
Reception by
Monday 10 February



Mexican Prawn Salad

With fresh Mexican flavours, this made-to-share salad is loaded with prawns, corn, avocado and beans.

Ingredients

- 2 corn cobs, husks removed
- 1/4 cup extra virgin olive oil
- 3 garlic cloves, crushed
- 2 teaspoons ground cumin
- 1 teaspoon ground coriander
- 1 teaspoon smoked paprika
- 1/4 cup lime juice, plus wedges
- 1kg cooked prawns, peeled, deveined
- 2 baby cos lettuces, leaves separated
- 250g cherry tomatoes, quartered
- 2 avocados, sliced
- 400g can black beans, drained, rinsed
- 1/2 red onion, thinly sliced
- 1/2 cup fresh coriander leaves

Instructions

Heat a chargill pan over high heat. Brush corn with 2 teaspoons oil. Cook, turning occasionally for 10 minutes or until lightly charred. Transfer to a chopping board. Set aside to cool.

Meanwhile, heat 1 tablespoon oil in a large frying pan over medium heat. Add garlic. Cook for 30 seconds or until fragrant. Add spices. Cook, stirring, for 30 seconds or until fragrant. Remove from heat. Add lime juice and remaining oil. Season. Stir dressing until combined.

Place prawns and 1 1/2 tablespoons dressing in a large bowl. Toss to coat. Using a sharp knife, cut corn kernels from cob, keeping corn in chunks.

Arrange lettuce leaves on a large serving platter. Top with corn, prawns, tomatoes, avocado, beans and onion. Drizzle with remaining dressing. Sprinkle with coriander. Serve.

Maintenance News

Albie Viel Maintenance Manager

With level one water restrictions introduced late last year, Ballina Shire Council followed up with a phone call for us to monitor water consumption and identify and repair water leaks.

Crowley is one of the highest consumers of water users from Rous Water. Crowley's average daily consumption is 63,500 litres from 155 Independent Living units and the Residential Care buildings.

Council have calculated this as 160 litres per person per day while we are on level one water restrictions. Independent Living Units averaged 208 litres per person daily whilst the Residential Care building averages 48,000 litres each day.

Here are a few tips so we can reduce our water consumption:

- Water gardens in the mornings as the ground is not as hot. Watering at night causes plants and lawns to become prone to fungal diseases
- Water shrubs every seven to ten days, encouraging roots to grow deeper, rather than frequent and shallow watering
- With current water restrictions DO NOT water established lawns
- Use a watering wand to water annuals and perennials as a nozzle casts a wide spray
- Instead of leaving the external hose on with hose nozzle turned off, turn the tap off to prevent any leaks
- Mulch gardens to prevent the ground from drying out
- Check if the toilet cistern is leaking. If the toilet refills of its own, it is an indication of a leak. Especially at night you may be able to hear the toilet refilling for no reason. Check external and internal taps for leaks
- The Education Centre and new Residential Care buildings have recycled water supplied to use in the gardens and toilets

In Residential Care, if staff identify water leaks they need to fill out a maintenance request. In Independent Living, residents can contact Reception to place a request in the maintenance book for repairs.

The current water restrictions are as follows:

Indoor Use	
Showers, toilets, taps and washing machines	You are requested to conserve water wherever possible.



Outdoor Use	
Showers, toilets, taps and washing machines	You are requested to conserve water wherever possible
Watering of established gardens	<ul style="list-style-type: none"> • Watering cans or buckets permitted at any time • Irrigation systems can be used for a maximum of 15 minutes and hand-held hoses can be used for 30 minutes every second day, before 9.00am or after 4.00pm, on odd or even days matching house numbering system • No watering permitted on 31st of the month • All hand-held hoses must be fitted with an on/off nozzle • Other irrigation and unattended hoses banned
Watering of established lawns	Not permitted
Watering of new turf, lawns and gardens	<ul style="list-style-type: none"> • Watering is permitted for 1 hour only on the day of establishment • Then 30 minutes daily before 9.00am and after 4.00pm, for 7 days after the date of establishment
Fountains, ponds, water features, outdoor aquaria	<ul style="list-style-type: none"> • Operation or top up not permitted except to maintain fish life • Installation and filling of new facilities not permitted

Water restriction status: Level 2



Outdoor Use	
Washing of driveways, paved areas, roofs, walls, windows and paths	<ul style="list-style-type: none"> • Permitted prior to sale or lease of property only with approval from your local council • Not permitted for any other reason except for health and safety • Efficient high pressure, low flow rate cleaners with trigger control are to be used
Car/vehicle washing	<ul style="list-style-type: none"> • Watering cans, buckets or hand-held hoses permitted for 10 minutes only before 9.00am or after 4.00pm, on odd or even days matching house numbering system • No watering permitted on the 31st of the month • Efficient high pressure, low flow rate cleaners with trigger control are to be used if possible
Washing of boats, boat motors and trailers used in saltwater	Permitted for 10 minutes at any time

Focus on Quality

Surveys a Key Component to Quality Management

Michelle Golding
Quality Manager

Throughout the year Crowley conducts a number of surveys for our quality management program.

The surveys identify our strengths and areas for improvement and provides residents, clients and families/representatives with the opportunity to input into our planning with suggestions for improvement.

Surveys are critical to our success. It makes good sense to learn about expectations, perceptions, satisfaction and areas for improvement. Obtaining this kind of data allows us to respond in a timely manner and ultimately satisfy our residents and clients. It is at the core of everything we do.

These surveys are conducted annually at Crowley as part of our quality management program. Surveys are totally confidential and we do not require you to identify yourself. Data that is not identified may be used for research and analysis by Crowley or an authorised body nominated by Crowley.

Crowley engages the services of QPS Benchmarking for our Residential Care and Home Care surveys to reflect the issues important in these areas. The data collected is reported to Crowley and benchmarked against other providers.

Results are collated, analysed and reported to our Parish Aged Care Board and Management. Areas for improvement are identified and any actions implemented as part of our continuous improvement process.

We welcome all feedback, both positive, negative, and constructive, and thank those of you who have participated in recent surveys.



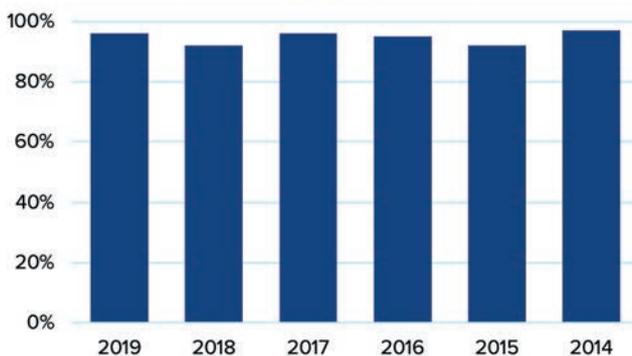
A Boost for Resident Satisfaction Levels

Michelle Golding Quality Manager

The Resident Satisfaction Index for 2019 was 96% - an increase of 4% from 2018's result of 92%.

Areas surveyed include Staff, Management, Safety and Security, Living Environment, Social Activities and Community Life, Communication and Information, and Facilities.

**Resident Satisfaction Rate
2014 - 2019**



In the last 12 months what have we done really well at Crowley?

- Looked after the place and residents well
- Just about everything. Gave me 43 steps in the air-conditioned Education building to walk to help me lose weight – 20 kg in 10 months!
- The service has been excellent
- Repairs and maintenance
- Gave us information on what work that was to be done and updates on progress. Put out a very good monthly Chatterbox
- Help comes when we need it
- The attention to detail for every function conducted in Crowley
- The whole of Crowley practices are working well
- The kitchen renovation has been very well managed and all staff have helped and managed to remain cheerful
- Welcoming new people, maintain friendly interaction, get things done
- Kindness of all staff involved
- The Crowley maintenance team consistently keep the grounds and gardens looking neat and attractive. The coffee shop is a great addition and provides a pleasant location to meet and relax – good coffee too!
- Advertising what is happening – functions, work structure, fun things
- Keep Crowley as a premier aged care provider
- Looked after me
- A seamless service between residents and carers. Happy staff sharing joy in colourful dress up

Making Feedback Flow

Michelle Golding Quality Manager

Home Care Client

The meals are beautiful and it is hard to choose a favourite. My son loves the rissoles. Since I have been with Crowley all the staff have been wonderful in all areas. She gives them all 15 out of 10.

Independent Living Resident

A great day yesterday with tons of favourable comments in the bus on the way home many thanks. Brian he makes the journey very pleasant. We love his scenic on the way home tours.

GP Doctor

Warm thanks to all the team for our wonderful delivery of palliative care. He wanted to say that he feels the Palliative Care that we offer is both compassionate and appropriate. We know what we are doing and the families feel the confidence at a time they need it most. He has received this feedback from many families over the years, but has recently had family members of Crowley clients telling him what an amazing job we do. He reports he knows we know this but he thinks it's good for us to hear it from time to time.

Volunteer

In my capacity as a volunteer I visit many Aged Care facilities. I have to say, unequivocally, that Crowley Village is at the top of the tree. It's a 5 star facility in my book. In every aspect - patient care, management, staffing levels, activities, food, cleaning and maintenance you excel. The pièce de résistance is the Café in the centre of the village. A master stroke of planning and foresight. The new construction and the layout of the village is second to none. Finally, happy staff are a sign of a happy work place and that is certainly the case at Crowley. Congratulations.

Residential Care Respite

Thank you all for your care and kindness - hope to see you again. Bye for now, lots love.

Residential Care Family Member

To all the carers who also looked after my grandmother. I wanted to write and express my sincerest gratitude for your tender care. I know your attention, conversation and medical care would have meant the world to her. I am still coming to terms with life without her, as you know she filled the room with personality. Thank you again.

Staff Member

Yes the quality of food offered at Barney's Café is exceptional. A great variety of food - salads especially and the staff. All the staff do a fabulous job. A great service.

Residential Care Family Member

We would like to thank you for the three years of care you were able to provide to our mother.



Tell us what we did well and what we can do better...



We value your feedback at Crowley Care
and we'd love to hear from you.

It's as easy as 1, 2, 3!

- Fill in a Feedback Card and pop in the Suggestion Box in the Foyer, or
- Send us an email to info@crowley.org.au, or
 - Call us on 1300 139 099



Crowley Auxiliary Report for 2019

Tess Colenso President

It is with pleasure that I present the Auxiliary 2019 Annual Report.

We have 37 Auxiliary members and our numbers seem to be growing. What a wonderful year 2019 has been.

This year we held a Mothers' Day Luncheon, two BBQ's and a Cake Stall at Bunnings. In March and August we held two Wine and Cheese afternoons with Sebastiaan and Brian Pamphilon and both were very enjoyable.

The Crowley Show Day was a fun day and the Auxiliary joined in to serve tea, coffee and scones.

The Auxiliary attended a thank you dinner in May from the Crowley Board and Executives. It was a great evening – good food, plenty of dancing and most of all great friends.

The highlight of our year was the Inaugural Melbourne Cup Luncheon in November. It was the first time the Auxiliary held a Melbourne Cup Luncheon. What a great success and the 72 who attended only had positive remarks. The raffle was a great success and of course the sweeps were very much in demand. Every member of the Auxiliary joined in and through all their efforts and input the day was financially successful.

Anne McIntosh organises the Lolly Trolley and the Tuesday Morning tea for the residents. The residents love to see the Auxiliary ladies each Monday and Tuesday for a chat and catch up.

The Bunnings BBQ's are financially excellent and certainly added to our bank balance. The Auxiliary is always joined by the Crowley staff who gave their time freely to help out and the Auxiliary is very thankful to all staff.

These days create a great bond between the Auxiliary and Crowley staff. We could not have undertaken the Bunnings days without their help.

Our Cake Stall in June was very successful. It was commented to me the way Crowley presents the food and our table settings are very impressive with Bunnings approving of our approach and how we meet all Food and Safety requirements.

A special thanks must go to Kelli and Michael who support the Auxiliary and of course the office staff who help us with our function bookings. I would especially mention Laura who co-ordinates the functions with us. She follows up on our advertising and attends all our functions, taking photos to make sure that the Auxiliary is well represented in Chatterbox. Many thanks Laura.

I would also thank Tony Baldwin and his staff for all the catering and exceptional service they all give the Auxiliary. We could not do it without them. It also is very much appreciated.

Last year the Auxiliary purchased the Coffee Machine in Barney's Café. What a wonderful purchase that was. It is certainly a lovely place to relax, have a coffee and of course a catch up with everyone.

Personally I would like to thank the Auxiliary Executive and all the Auxiliary members for their support and dedication. I would like to thank everyone that supports all our functions and I am sure that 2020 will be a successful one.

My Varied Life at Crowley

Gail Norton
Human Resources Manager

I've worked in many roles over the years at Crowley, starting in Administration some 15 years ago. I had to quickly learn many new things in technology, software programs, how the office was managed and general administration skills.

At that time my all-time pet hate was phones, and to be honest, I've never been a fan of them!

However I had no choice but to make and receive multiple phone calls each day. I soon learnt to master the art of picking up the receiver and talking into it! Apparently I was a keeper and Michael had made a good choice.

I'm currently the Human Resources Manager and have been in this position for about two years. Prior to this I was the Stakeholder Relationship Manager. I enjoy the versatility and autonomy of my current role.

I especially love the people interactions I have each and every day with staff, residents, families, or visitors to our facility.

The conversations I have invariably result in either work for myself or someone else. But if these conversations result in improving Crowley in some way then they are well worth the effort.

I think this is one of the keys to our success, what working at Crowley means, caring to improve or improving to show you care.

Learning about aged care for me has been an interesting journey and it's not over yet!

Welcome to the Shed with Crowley's Men's Shed

We welcome any gents to come and join us for a cuppa and a chat.

Shed Hours: Tuesday and Thursday 9am till 12pm.

Men's Shed will re-open Tuesday 28 January.

The Crowley Men's shed are always open to suggestions and commissions from the extended Crowley family.



Welcome to Team Crowley



Keri Quality Officer



Emma Quality Officer



Marcia Customer Service



Alana Residential Care



Kate Residential Care



Claire Residential Care



Melinda Home Care



Millie Home Care



Nick-Ree Hotel Services

Crowley Family: New Additions

The Crowley family continues growing with a number of staff celebrating additions to their own families.



Congratulations to our Residential Care staff member, Lauren, who became an aunty for the first time, with her sister giving birth to baby Kai on the 23 December 2019.

Congratulations fellow Residential Care staff member, Mullaya, on the birth of her daughter, Alana Lee born 4 November 2019, weighing 8 pounds.

Congratulations to Residential Care staff member, Marnie, on becoming a grandmother for the first time with the birth of her first granddaughter, Havaea, on 13 October 2019, weighing 7.9 pounds. Marnie was excited and blessed to be present at her birth and watching her grow. "She is so much fun. Too much love for words."



Congratulations to Customer Services staff members Radania, Alyse and Terissa who become first time mothers.

Radania and partner, Mitch, on the birth of their son Rex, born 3 December 2019 (7 pound 1oz, 51cms).



And in Home Care, congratulations to Sherrie and husband, Peter, on the birth of their first grandson, Miles Joel Maloney, on 2 January 2020, weighing 3.71kgs. Adding to the two granddaughters they already have.



Alyse and husband, Doug, on the birth of their son Brax, born 16 July 2019 (8 pound 3oz, 51cms).



Terissa and partner, Hayden, on the birth of their son Orlando, born 20 January 2020 (7 pound 10oz, 53cms).

Aquarius Horoscope

20 January - 18 February



Aquarius-born are usually shy and quiet, but can sometimes be eccentric and energetic. However, in both cases, they are deep thinkers and highly intellectual people who love helping others. They are able to see without prejudice, on both sides, which makes them people who can easily solve problems.

Although they can easily adapt to the energy that surrounds them, Aquarius-born have a deep need for time alone and away from everything in order to restore power. People born under the Aquarius sign look at the world as a place full of possibilities.

Element: Air

Powerful, creative, fun, adventurous, exciting

Ruling planet: Uranus, Saturn

Rebellious, individual, eccentric, authority, time

Compatibility: Leo, Sagittarius

Aquarius strengths: progressive, original, independent, humanitarian

Aquarius weaknesses: temperamental, uncompromising, aloof

Aquarius likes: fun with friends, helping others, fighting for causes, intellectual conversation

Aquarius dislikes: limitations, broken promises

Lucky numbers: 4, 7, 11, 22, 29

Colour: light-blue, silver

February birth flower: violet, primrose

February birthstone: amethyst

What a Laugh!



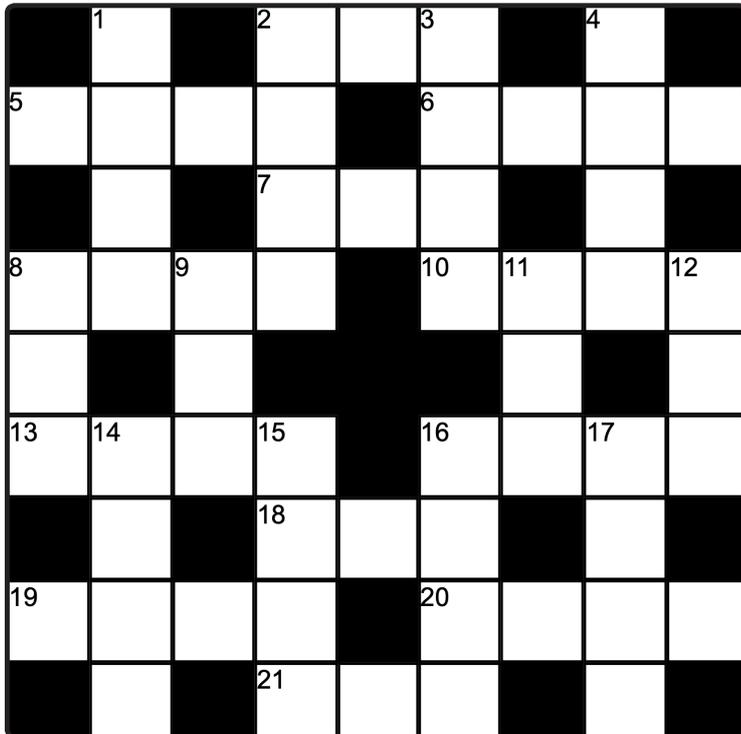
Three old ladies are sitting around a table playing bridge and bragging about their sons.

Margaret began. "Everyone should be so lucky to have a son like my Freddie. Once a week he brings me a bouquet of flowers, he's constantly taking me out to restaurants, and if I so much as hint that I want something the next morning it's on my doorstep."

"That's very nice about your Freddie", says Gertrude. "But with all due respect, when I think about the way my Sammy takes care of me, it just can't compare. Every morning he greets me with bacon and freshly brewed coffee. Every lunch he comes over and cooks me a gourmet meal, and every night he brings me to his house for supper. He truly treats me like a queen."

"WELL!" Says Barbara "I don't want to make any of you feel bad or anything, but wait until you hear about my Harry. Twice a week he pays someone \$200 an hour just so he can lie on their couch and talk to them, and who do you think he speaks about at those prices?" Asks Barbara with a big excited double chin smile. "I'll tell you who he speaks about! ALL HE SPEAKS ABOUT IS ME!"

Games Corner



1		2			9	4		
9			4	5			3	
		7	8				5	1
6	2	1		7	8			
3								9
			5	1		6	8	2
5	9				7	1		
	7			2	4			6
		6	3			8		4

Crossword Clues

Across

- 2. Monopoly token
- 5. Hiker's route
- 6. Comply
- 7. Promos
- 8. Small mark or stain
- 10. Flubs
- 13. Party spread
- 16. Wrangle
- 18. Consume food
- 19. It may be hard to swallow
- 20. Made a hole-in-one
- 21. Put into words

Down

- 1. Twist out of shape
- 2. Make small talk
- 3. Went up
- 4. Next to
- 8. Sticky tree fluid
- 9. Not in
- 11. Tide type
- 12. Knighthood title
- 14. Desert-like
- 15. Snakelike fish
- 16. Command to Fido
- 17. Elderly

Riddle Me This...

I'm talked of but never seen, I'm heard of but makes no noise.

What am I?

Answer: Your birthday!

Round the Traps

Here at Crowley we are always up to something, and usually it's something new, exciting or mischievous. This is what we have been up to:

1. Our Crowley Mini Kids group is the perfect time for our residents to meet the youngest members of the Crowley family.
2. Zelma celebrated her 90th birthday with us, enjoying lots of laughs, flowers and yummy cake.
3. Our Crowley Men's Group gather fortnightly to enjoy quality chats, good food and a cold drink.
4. Jeff and Ollie celebrated their 70th Wedding Anniversary with a surprise High Tea surrounded by loved ones.



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

Emergency
000

Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6686 2111

Commonwealth Carelink Centre (Free Call)
1800 052 022

We wish to acknowledge the contributions of staff, residents, clients and others to our newsletter.

Unfortunately we cannot always include all material we receive for various reasons.

Enquiries should be directed to the Crowley Care Administration.